Schedule A
SWBT/Ameritech/SNET Performance Measures

Performance Element	**Texas Remedy Plan Version 1.7 PM #**	**SWBT Implementation Date**
1. Average Response Time for Manual Loop Make-Up Information	**1.1**	September, 2000
2. Percent Responses Received in "X" Seconds	2	September, 2000
3. OSS Interface Availability	4	August, 2000
4. Pre-Order Backend System Availability	4.1	August, 2000
5. % FOCs Returned Within Interval for xDSL-capable loops and line-sharing	5.1	September, 2000
6. Average Time to Return DSL FOCs	6.1	September, 2000
7. Total Order Process % Flow-Through	13.1	October, 2000
8. LSC Grade of Service	22	August, 2000
9. Percent Busy in LSC	23	August, 2000
10. LOC Grade of Service	25	August, 2000
11. Percent Busy in LOC	26	August, 2000
12. Average Installation Interval	55	September, 2000
13. Average Installation Interval xDSL	55.1	September, 2000
14. Percent xDSL Loops Requiring Conditioning	55.3	October, 2000
15. Percent UNE Installations Completed Within the Customer Requested Due Date	56	September, 2000
16. Percent Trouble Reports Within 30 Days of Installation	59	September, 2000
17. Percent Missed Due Dates Due to Lack of Facilities	60	September, 2000
18. Average Delay for Missed Due Dates Due to Lack of Facilities	61	September, 2000
19. Average Delay for SBC-Caused Missed Due Dates	62	September, 2000
20. Percent SBC-Caused Missed Due Dates > 30 Days	63	September, 2000

Performance Element	**Texas Remedy Plan Version 1.7 PM #**	**SWBT Implementation Date**
21. Percent Missed Repair Commitments	66	September, 2000
22. Mean Time to Restore/Repair	67	September, 2000
23. Percent of Collo Requests Processed Within Applicable Interval	109	August, 2000
24. % SBC Caused Missed Due Dates	58	September, 2000
25. Trouble Report Rate	65 & 65.1	September, 2000
26. % Installs Complete within CDDD	73	September, 2000

SNET Performance Measures For COVAD
Estimated Implementation - Data Months

Performance Element	**Texas Remedy Plan Version 1.7 PM #**	**FCC20 PM#**	**SNET Implementation of FCC20/Texas 1.5 PM**	**SNET Implementation of Texas 1.7 PM**	***Remarks/Issues***
1. Average Response Time for Manual Loop Make-Up Information	1.1	9	Available Now	September, 2000	SNET cannot provide the raw data specified until May 2001
2. Percent Responses Received in "X" Seconds	2	2 Similar Measure	Available Now	January 2001	WCIW in system modifications required to identify loop qualification
3. OSS Interface Availability	4	19	Available Now	September, 2000	Available now
4. Pre-Order Backend System Availability	4.1			May, 2001	Requires that data collection procedures be implemented and possible system modifications
5. % FOCs Returned Within Interval for xDSL-capable loops and line-sharing	5.1			May, 2001	Requires system modifications and method and procedures changes to identify DSL and line sharing
6. Average Time to Return DSL FOCs	6.1			May, 2001	Requires system modifications and method and procedures changes to identify DSL and line sharing
7. Total Order Process % Flow-Through	13.1			May, 2001	Requires multiple system modifications

					to tag the data
8. LSC Grade of Service	22			January, 2001	Requires rules established in the ACD Measurement System and data collection procedures implemented
9. Percent Busy in LSC	23			January, 2001	Requires rules established in the ACD Measurement System and data collection procedures implemented
10. LOC Grade of Service	25			May, 2001	SNET does not have a LOC and has no separate DLS number. All calls go through the IROC. SNET can measure grade of service to the IROC. Requires rules established in the ACD Measurement System and data collection procedures implemented
11. Percent Busy in LOC	26			May, 2001	See Measurement #10
12. Average Installation Interval	55			January, 2001	Requires collection system changes to establish a new measure.
13. Average Installation Interval xDSL	55.1	8	Available Now	May, 2001	Requires multiple system changes to

					identify line sharing
14. Percent xDSL Loops Requiring Conditioning	55.3			May, 2001	Requires multiple system changes to identify loops between 12000 and 17500 feet and greater than 17500 feet
15. Percent UNE Installations Completed Within the Customer Requested Due Date	56			May, 2001	Requires multiple system changes to identify line sharing and CRDD
16. Percent Trouble Reports Within 30 Days of Installation	59	5c	Available Now	May, 2001	Requires multiple system changes to identify line sharing
17. Percent Missed Due Dates Due to Lack of Facilities	60			May, 2001	Requires multiple system changes to identify line sharing
18. Average Delay for Missed Due Dates Due to Lack of Facilities	61			May, 2001	Requires multiple system changes to identify line sharing
19. Average Delay for SBC-Caused Missed Due Dates	62	7c	Available Now	May, 2001	Requires multiple system changes to identify line sharing
20. Percent SBC-Caused Missed Due Dates > 30 Days	63			May, 2001	Requires multiple system changes to identify line sharing
21. Percent Missed Repair Commitments	66	10b	Available Now	May, 2001	Requires multiple system changes to identify line sharing
22. Mean Time to Restore/Repair	67	12c	Available Now	May, 2001	Requires multiple system changes to identify line sharing and DSL loops over 12k feet

23. Percent of Collocation Requests Processed Within Tariffed Timeline	109			May, 2001	Requires policies and procedure changes to identify augment and adjacent applications
24. % SBC Caused Missed Due Dates	58	4c	Available Now	May, 2001	Requires multiple system changes to identify line sharing
25. Trouble Report Rate	65 & 65.1			May, 2001	Requires multiple system changes to identify line sharing and DSL loops over 12k feet
26. % Installs Complete within CRDD	73			May, 2001	Requires system changes to identify CRDD

Global Issues:

1. AIT Summary – High Priority Changes are based on AIT Business Rules agreed upon in its' 5 state region by CLECs and Commissions, unless otherwise stated.
2. Updated AIT Long Term Dates are slated for March 2001 when investigation is required, as changes have not been fully defined and are therefore unknown.
3. By accepting High Priority changes and eliminating the need to investigate various long-term changes, AIT will be better positioned to meet target dates with the increased likelihood of exceeding expectations.
4. SWBT and Ameritech have different processes, concerning Installation & Maintenance for example, which can relate to different interpretations and implementation of the same measure.
5. AIT has measured UNE products at a circuit level, including 8.0 dB loops.
6. AIT Interval measures, beginning 12/1/00, will count Sat, Sun, and Holidays if order is completed, believe a different approach than SWBT
7. AIT counts unsolicited FOCs which modify the due date as a missing the due date
8. AIT has different approach to projects
9. Broadband reporting is dependent on an update to MIHR system enhancements meeting its scheduled 1/1/00 release date
10. AIT does not currently charge for expedites on orders
11. AIT does not offer test access for CLECs, therefore in repair measures to exclude all loops w/out test access will leave no data to be reported.
12. Website changes to allow the reporting of Covad specific reports can be completed in time for January data to be reported.

Performance Measurement	**Texas Remedy Plan Version 1.7 PM #**	**AIT PM #**	**AIT Initial Target Date**	**AIT Summary – High Priority Changes**	**Long Term TX V1.7 Target Date**
1. Average Response Time for Manual Loop Make-Up Information	1.1	57	October, 2000 Benchmark	Currently reporting on AIT Business Rules. These are basically the same with the exception of Raw Data and Parity – vs. 3 bus day response.	March , 2001
2. Percent Responses Received in "X" Seconds	2	2	September, 2000	Currently Reporting as TX w/exception of EDI and CORBA Protocol Translation Time Input and Output Messages	March, 2001
3. OSS Interface Availability	4	4	November, 2000	Disaggregations between SWBT & AIT match Business Rules – Implement SWBT partial approach	November, 2000
4. Pre-Order Backend System Availability	4.1	4.1	January 2001	This is a brand new measure in Ameritech and project that it will take until March to Map	March, 2001

				and Implement PM	
5. % FOCs Returned Within Interval for xDSL-capable loops and line-sharing	5.1	5.1	December, 2000	Implement New Measure, Per PM collaboratives no remedy until Feb – TX 1.7 says 3 months	December, 2000
6. Average Time to Return DSL FOCs	6.1	6.1	January, 2001	Implement New Measure with new disaggregations for auto/auto, auto/manual, and manual/manual FOCs	December, 2000
7. Total Order Process % Flow-Through	13.1	13.1	November, 2000	Investigate the differences between AIT proposed measure and SWBT measure. If Small differences we can measure beginning November.	March, 2001
8. LSC Grade of Service	22	22	September, 2000	Currently Reporting	March, 2001
9. Percent Busy in LSC	23	23	September, 2000	Currently Reporting	March, 2001
10. LOC Grade of Service	25	25	December, 2000	Currently Reporting – Required additions are: ▪DSL new 800 number ▪Disaggregation for Provisioning	March, 2001
11. Percent Busy in LOC	26	26	December, 2000	Currently Reporting – Required additions are: ▪DSL new 800 number ▪Disaggregation for Provisioning	March, 2001
12. Average Installation Interval	55	55	November, 2000	Disaggregations: Disaggregate 2 Wire Analog by 5.0 dB & 8.0 dB Loops. Benchmark: Adjust standard interval for 2 Wire Digital/BRI Loop	March, 2001
13. Average Installation Interval xDSL	55.1	55.1	January, 2001	Disaggregations: Add Line Sharing 1/1/01, Conditioning 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
14. Percent xDSL Loops Requiring Conditioning	55.3	55.3	March, 2001	No existing measurement in AIT today – possibly sooner than March based on work for Facility Modification.	March, 2001
15. Percent UNE Installations Completed Within the	56	56	February 2001	AIT can measure to current business rule with DSL and	March, 2001

Customer Requested Due Date				Line Share disaggregations by January. CRDD requires additional work	
24. % SBC Caused Missed Due Dates	58	58	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
16. Percent Trouble Reports Within 30 Days of Installation	59	59	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
17. Percent Missed Due Dates Due to Lack of Facilities	60	60	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
18. Average Delay for Missed Due Dates Due to Lack of Facilities	61	61	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
19. Average Delay for SBC-Caused Missed Due Dates	62	62	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
20. Percent SBC-Caused Missed Due Dates > 30 Days	63	63	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
25A. Trouble Report Rate	65	65	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
25B. Trouble Report Rate	65.1	65.1	February, 2000	This is a new measurement to Ameritech. May require additional time to implement less repeats and I-cases.	March, 2001
21. Percent Missed Repair Commitments	66	66	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
22. Mean Time to Restore/Repair	67	67	January, 2000	Disaggregations: Modify DSL Benchmarks 11/1/00, Add Line Sharing 1/1/01, Broadband 1/1/01 (GI #9).	March, 2001
26. Percent Installs Complete within CDDD	73	73.X	December, 2000	Ameritech Currently Reporting % within 20 days	March, 2001
23. Percent of Collo Requests Processed Within Applicable	109	109	September, 2000	Currently reporting for some disaggregations (products	October, 2000

Interval				offered by AIT)	